

FIGURE 1

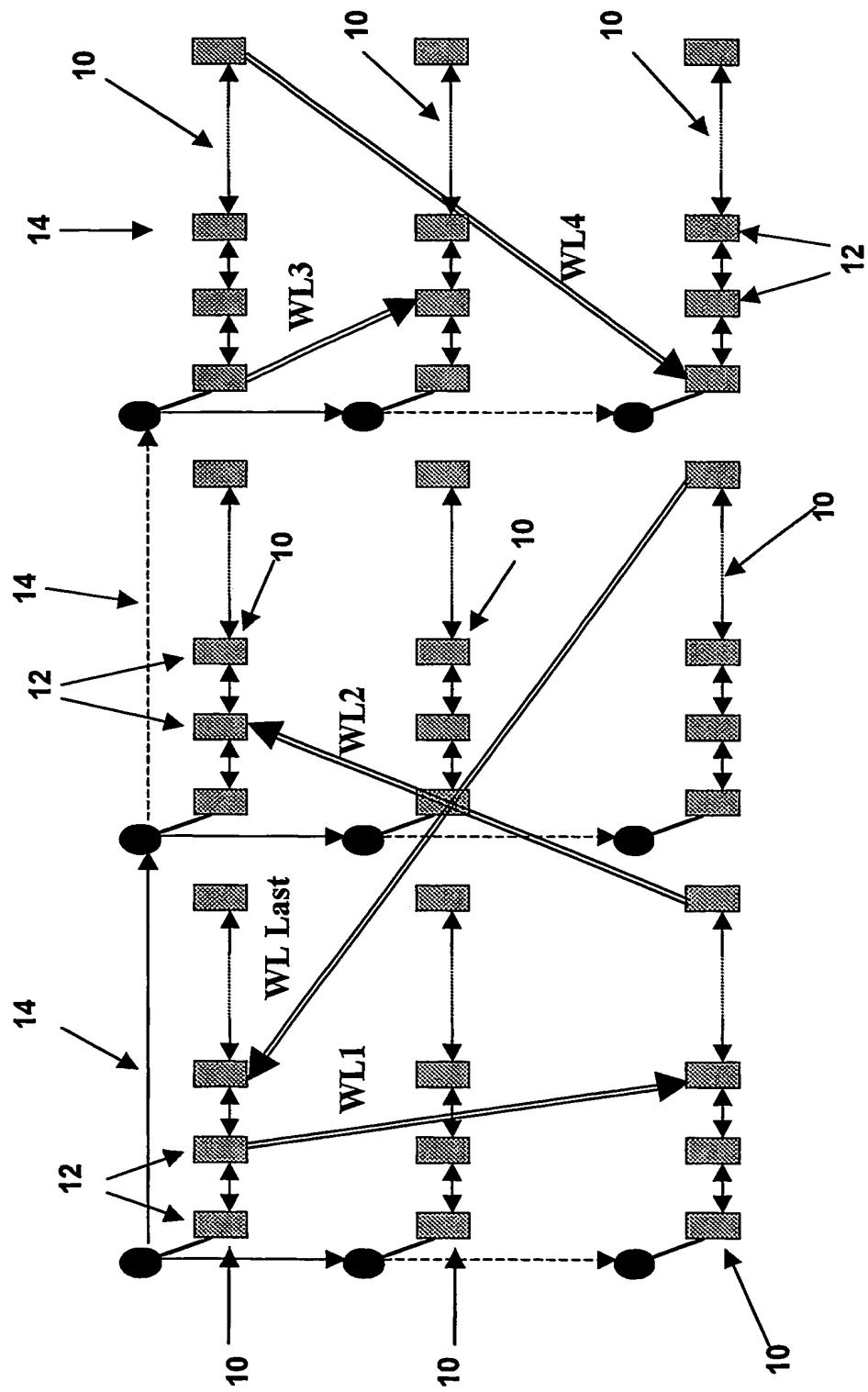


FIGURE 2

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This particular forumBook prototype has eight Dialogue paths and a Glossary Engine

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FORUMBOOK on Knowledge Support Management (KSM)

BEST RETURN ON ATTENTION

- Five minute dialogue
- Twenty minute dialogue
- Forty minute dialogue
- The bottom line value of KSM
- Information Technology in KSM
- KSM and other organisational functions
- Why KSM and not knowledge Management
- A comprehensive approach to KSM

Glossary

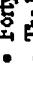
This particular *forumBook* prototype has eight Dialogue paths and a Glossary Engine

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- Five minute dialogue
- Twenty minute dialogue
- Forty minute dialogue
- The bottom line value of
- Information Technology
- KSM and other organis
- Why KSM and not I...
- A comprehensive appro...
- Glossary



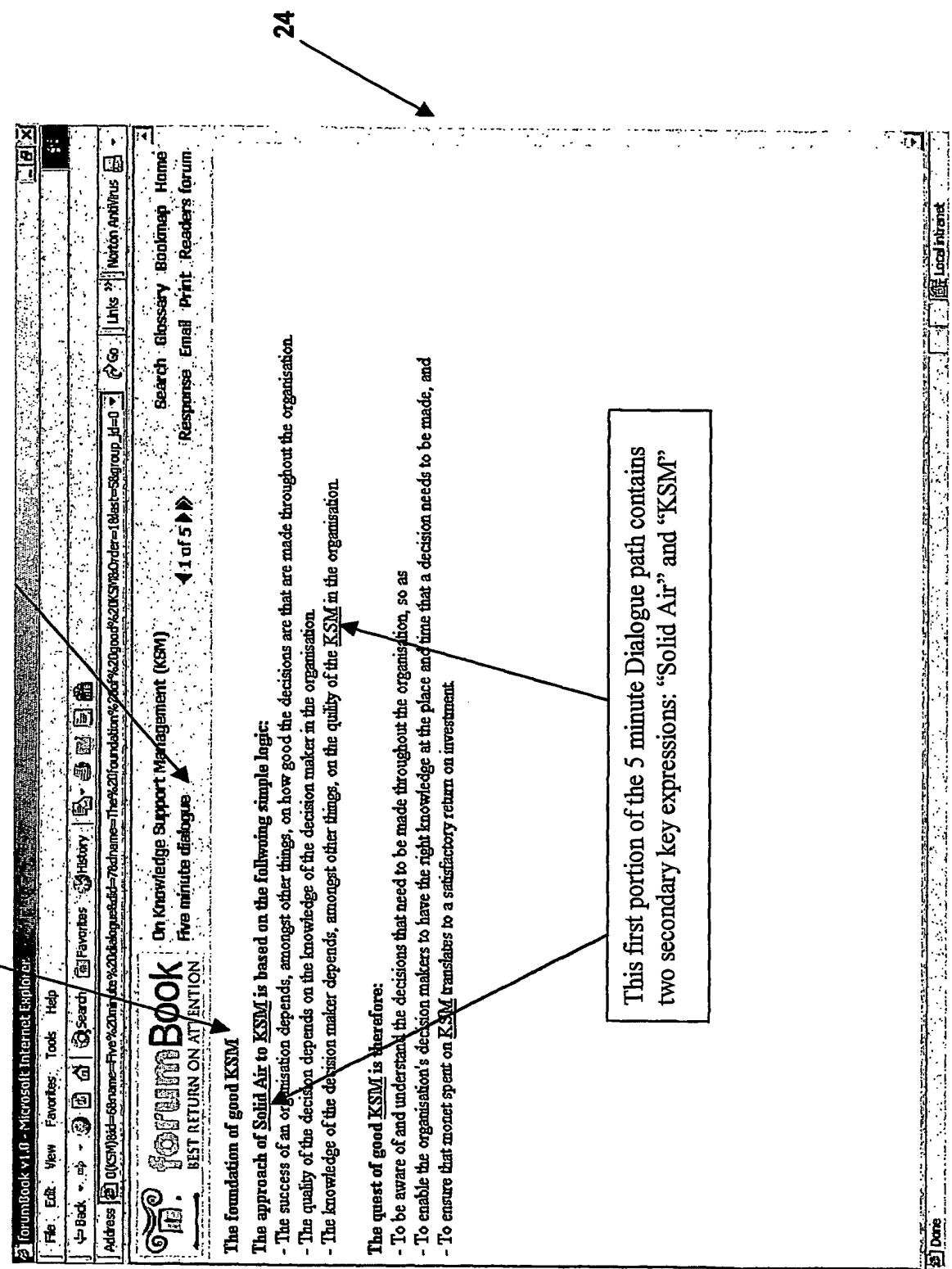
BEST RETURN ON ATTENTION

Georgian Book on Knowledge 8

BEST RETURN ON ATTENTION

FIGURE 3A

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**FIGURE 3B**

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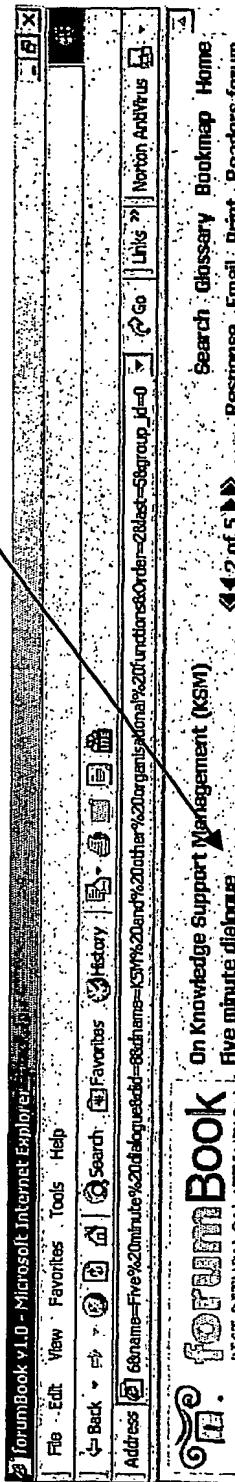
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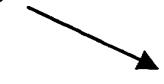
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An individual's capacity to act depends on a number of factors.

KSM and other organisational functions

We define knowledge as the human capacity to act. An individual's capacity to act depends on a number of factors.

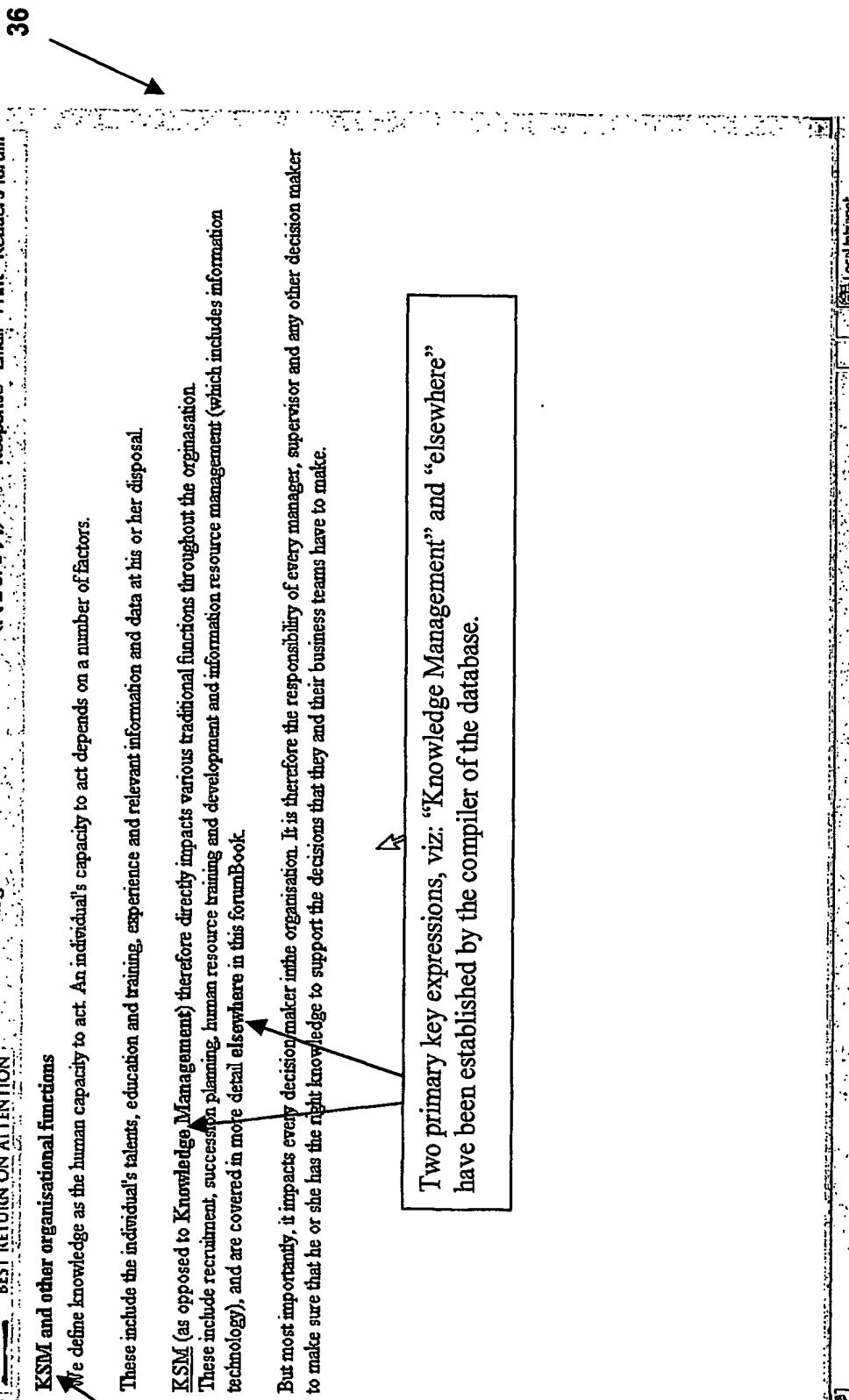
These include the individual's talents, education and training, experience and relevant information and data at his or her disposal.

KSM (as opposed to **Knowledge Management**) therefore directly impacts various traditional functions throughout the organisation.

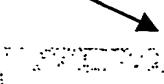
These include recruitment, succession planning, human resource training and development and information, resource management (which includes information technology), and are covered in more detail elsewhere in this **forumBook**.

But most importantly, it impacts every decision maker in the organisation. It is therefore the responsibility of every manager, supervisor and any other decision maker to make sure that he or she has the right knowledge to support the decisions that they and their business teams have to make.

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Two primary key expressions, viz: "Knowledge Management" and "elsewhere" have been established by the compiler of the database.

FIGURE 3D

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The first critical organisational function is recruitment. And unfortunately, this is a function that many organisations do not take seriously enough. The recruitment of a new member of an organisation needs to take cognisance of, amongst other recruitment issues, the following key issues:

- What is the profile of the capacity to act/decide that is required of the new member?
- Does the prospective member have the required profile of the capacity to act/decide?

We contend that whilst good recruitment practise is fairly good at the latter, i.e. determining the profile of the prospective member, it largely fails at determining the profile of the capacity of the prospective member to act/decide that the vacant position will require of the new member.

Deeper Dialogue on: The impact of Recruitment on KSM

After the reader clicks on a primary key expression, the reader is taken to another portion of the database (as determined by the compiler of the database). In this case the reader left the "Five minute dialogue" where he/she was reading on "KSM and other organizational functions" and "jumped", or digressed (as with a normal conversation) seamlessly to the dialogue "KSM and other organizational functions" where he/she then reads about "KSM and the recruitment function"

However, when jumping to the latter dialogue path, a return function "Resume our Dialogue on" is displayed, that enables the reader to jump back to the place that he/she left the "Five minute dialogue", irrespective of how far he/she has clicked in this forumBook, or another forumBook, or anywhere on a local area network, or anywhere on an intranet, or anywhere on the internet. It shows the exact location (i.e. the portion with the primary key expression) that the reader may return to, i.e. the "Five minute dialogue" where he/she was discussing "KSM and other organization functions"

FIGURE 3E

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ForumBook v1.0 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address Back Forward Stop Refresh Search Favorites History Home Response Email Print Readers forum OK

FOURTH BOOK on Knowledge Support Management (KSM)

BEST RETURN ON ATTENTION

KSM and other organisational functions

Resume our Dialogue on KSM and other organisational functions

Five minute dialogue In page "KSM and other organisational functions"

KSM and the recruitment function

We will look at the various organisational functions that have an impact on KSM in chronological order up to the point that the decision-maker is equipped to make good decisions.

The first critical organisational function is recruitment. And unfortunately, this is a function that many organisations do not take seriously enough. The recruitment of a new member of an organisation needs to take cognisance of, amongst other recruitment issues, the following key issues:

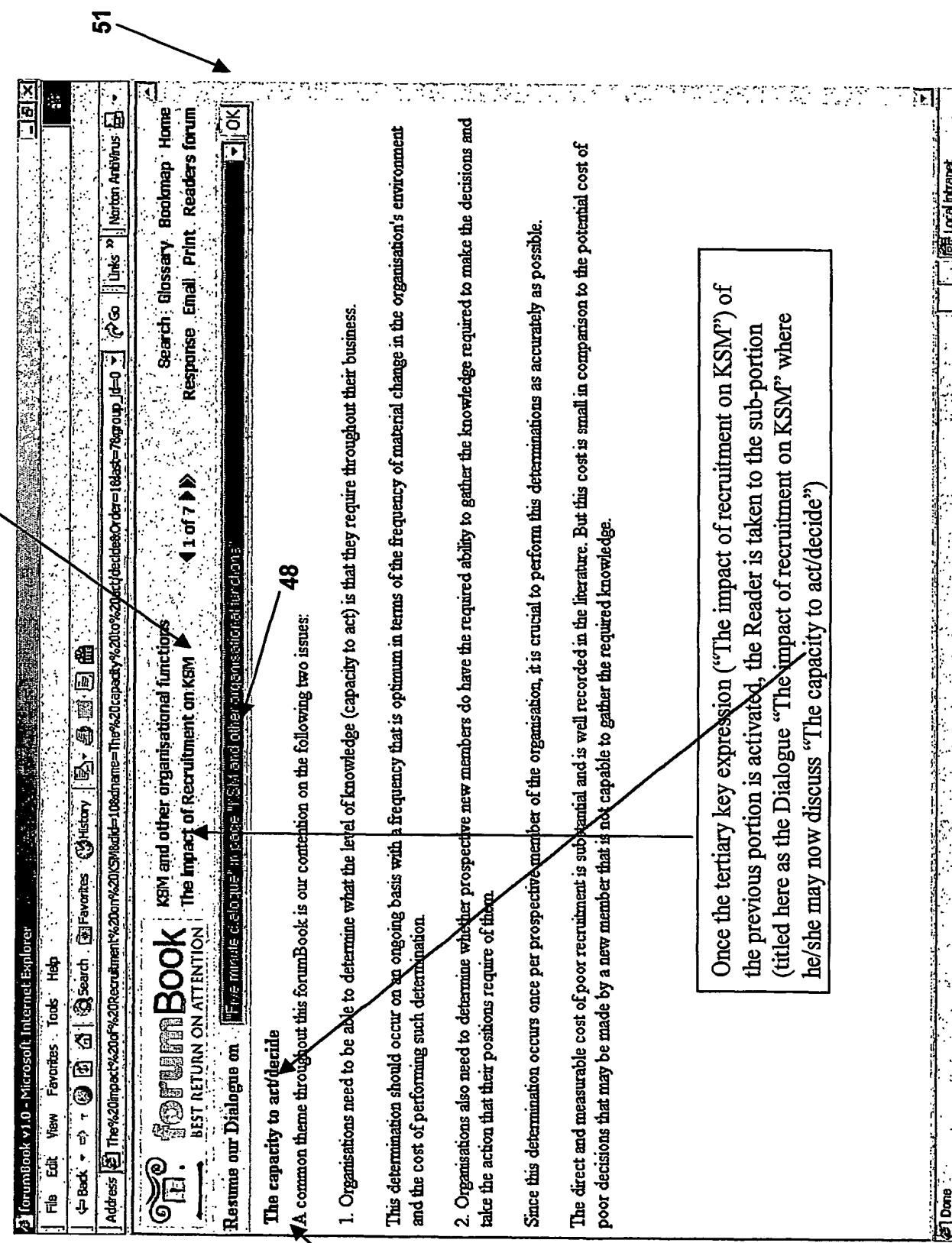
- What is the profile of the capacity to act/decide that is required of the new member?
- Does the prospective member have the required profile of the capacity to act/decide?

We contend that whilst good recruitment practise is fairly good at the latter, i.e. determining the profile of the prospective member, it largely fails at determining the profile of the capacity to act/decide that the vacant position will require of the new member.

Deeper Dialogue on: The impact of Recruitment on KSM

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FIGURE 3F

**FIGURE 3G**

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FORUM BOOK The impact of Recruitment on KSM

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Address The%20Impact%20on%20Recruitment%20in%20KSM%20Book.htm

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FORUM BOOK The impact of Recruitment on KSM

1 of 7 ►

Response Email Print Readers forum

OK

RESUME our Dialogue on "Five minute dialogue" in page "KSM and other organisational functions"

The capacity to act/decide

A common theme throughout this forumBook is our contention on the following two issues:

1. Organisations need to be able to determine what the level of knowledge (capacity to act) is that they require throughout their business.

2. Organisations also need to determine whether prospective new members do have the required ability to gather the knowledge required to make the decisions and take the action that their positions require of them.

This determination should occur on an ongoing basis with a frequency that is optimum in terms of the frequency of material change in the organisation's environment and the cost of performing such determination.

Since this determination occurs once per prospective member of the organisation, it is crucial to perform this determination as accurately as possible.

The direct and measurable cost of poor recruitment is substantial and is well recorded in the literature. But this cost is small in comparison to the potential cost of poor decisions that may be made by a new member that is not capable to gather the required knowledge.

The path that appeared once the dialogue path "KSM and other organizational functions" was left at "KSM and the recruitment function" by activating the tertiary key expression "the impact of Recruitment on KSM"

The activation of the key primary and tertiary key expressions that results in the particular Dialogue path to be left behind will activate the Resume Dialogue links back to the Dialogue Path for an indefinite period of time, or until the Reader (Dialogue participant) clicks on the Resume Dialogue Link to return to the Dialogue Path, or until deleted by the Reader. The forumBook enables an infinite amount of Resume Dialogue links to be raised (limited only by the memory of the digital device hosting the forumBook). The Resume Dialogue Links may also be clicked on in any order, and may be erased in any order and quantity.